

# SERVICE EXTENDERS

Service Extenders can be individuals with lived experience, family members or other interested community members who volunteer to serve as members of multi-disciplinary Field Capable Clinical Service or Full Service Partnership teams through the Older Adult System of Care and network providers.



Examples of how Service Extender Volunteers Help:

- ▶ Provide home visits to older adult clients to offer support and decrease isolation. Visits can include activities such as taking walks, shooting pool, getting nails done, or just talking. Also making sure the client's home is physically safe and has enough food.
- ▶ Provide support for family members of older adult clients, including giving information about mental illness and available supports and resources;
- ▶ Accompany clients to resources and appointments in the community;
- ▶ Have phone conversations with clients;
- ▶ Be a role model to the client while also learning from the client.
- ▶ Communicate observant and needed information to the treatment team.

A Service Extender is a volunteer – not an employee. The number of hours volunteered is be arranged with the team's supervisor. Service Extenders receive regular individual supervision to discuss what is happening with his/her clients and other concerns and questions that arise while volunteering as a Service Extender.

If you are interested in volunteering as part of a team that helps Older Adults move forward, please contact:

Carol Sagusti, L.C.S.W., Mental Health Clinical Program Head, at (213) 738-2322.